

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

June 27, 2007

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TITLE:	Program Assistant
POSITION NO:	30600
LOCATION:	Human & Community Services Division, Helena
STATUS:	Full-Time/Permanent
UNION:	MEA/MFT
PAY GRADE:	Pay Plan 20, Pay Band 3
STARTING SALARY:	\$21,215 - \$22,541 annually. Depending on qualifications and internal equity.
SUPPLEMENT:	Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, July 12, 2007.** For further information visit the DPHHS website: www.dphhs.mt.gov

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position will provide the support necessary for the programs administered by the Public Assistance Bureau, i.e. Medicaid, Temporary Assistance for Needy Families (TANF) and Food Stamps. This position is responsible for determining eligibility for the Telephone Assistance Program which provides discounts to individuals on Medicaid and works closely with the phone companies in verifying continued eligibility; producing reports using a variety of data, systems, and interfaces with other agencies; maintaining the table changes needed to add or delete employees for system security purposes and e-mail address maintenance; working with contractors and all county Offices of Public Assistance on inventory control; being the contact for all other states to verify use of time limited TANF benefits for individuals moving into Montana; maintaining the on-line policy manuals, on-line policy logs, overpayment log, and the Fair Hearing logs; and

scheduling training and meetings, facility arrangements, and preparation of training materials/handouts.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of public assistance programs and their systems and interfaces; and office practices and procedures, to include computer usage, telephone etiquette, and recording keeping.

Skills: Skill in organization; time management; multi-tasking; creating reports; the use of office equipment and personal computer, software packages including Microsoft Word, Excel and Outlook; analytical and investigation theories; customer service; and records management.

Abilities: The ability to establish and maintain positive and effective working relationships with the general public, co-workers, supervisors and managers, contractors, and phone companies; work independently; accomplish the goals and objectives of the Bureau; simultaneously manage multiple tasks and projects; set appropriate priorities for work completion; act with logical thinking, initiative and good judgment; and communicate effectively both orally and in writing.

EDUCATION/EXPERIENCE REQUIRED: High school diploma or GED **AND** one year high level clerical and computer experience, i.e. Microsoft Word, Excel and Outlook. Experience working with human services programs is preferred. Other combinations of education and experience will be considered.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school will be accepted at time of interview, if an interview is granted: and
4. Supplemental questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services

Title: Program Assistant

Position: #30600

Location: Human & Community Services Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please document and give examples of your experience and proficiency with Excel.
2. Please give an example of a job you performed that required multi-tasking and assisting a variety of individuals with their daily work.